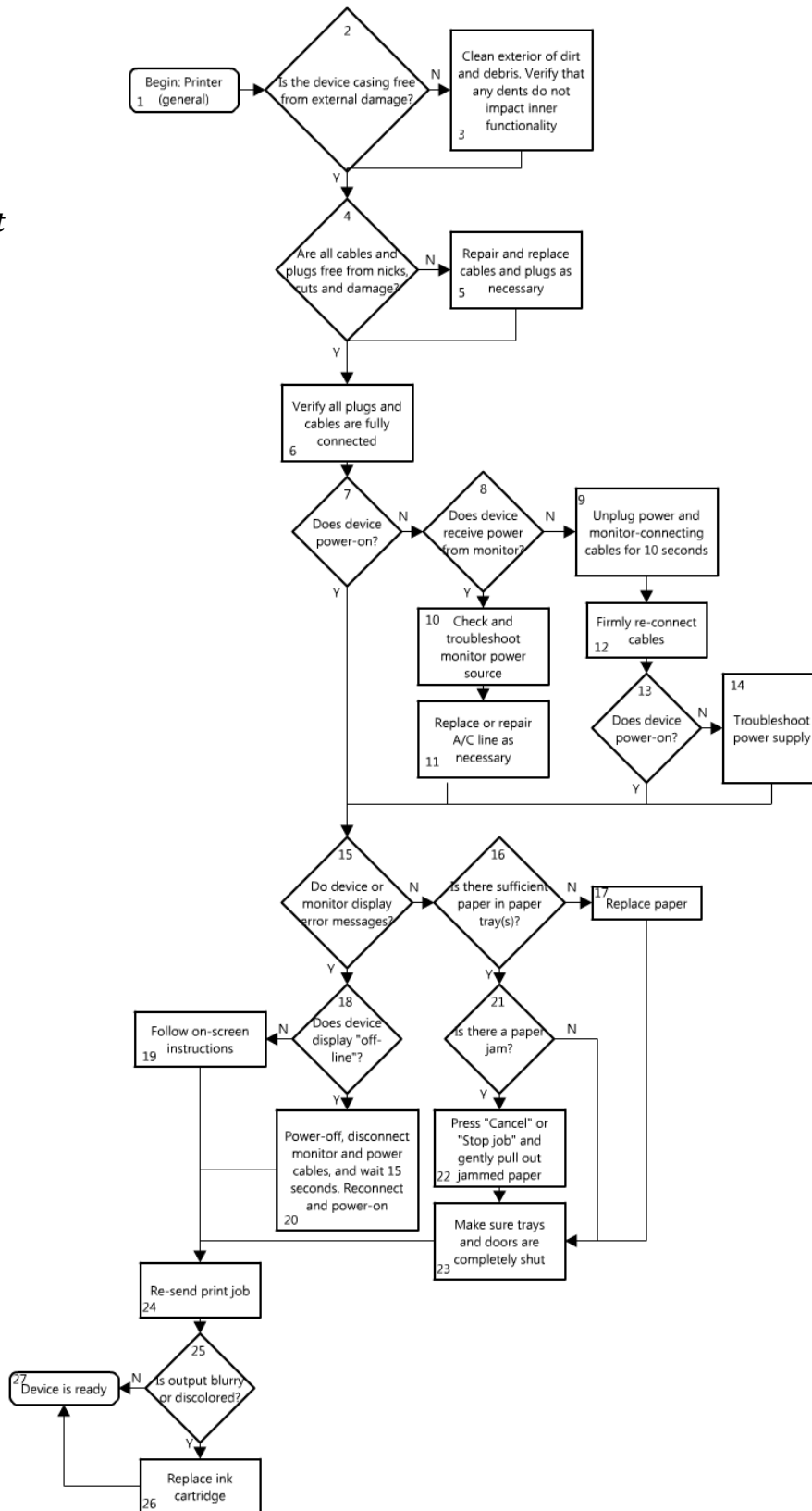


Printer Repair and Troubleshooting

Flowchart



Description

#	Textbox	Explanation
1	Begin: Printer (general)	Begin troubleshooting process for a work order for Printer (general)
2	Is the device casing free from external damage?	Scan the exterior of the device for any dents, damage or debris. Damage to the exterior can be indicative of more severe internal damage.
3	Clean exterior of dirt and debris. Verify that any dents do not impact inner functionality	Devices operate best when uninhibited by dirt and debris. See BTA skills for Mechanical Cleaning and Mechanical Casing.
4	Are all cables and plugs free from nicks, cuts and damage?	Damage to wires can inhibit transfer of electrical signal throughout device.
5	Repair and replace cables and plugs as necessary	See BTA skills for Electrical Simple connections and Power Supply.
6	Verify all plugs and cables are fully connected	Plugs and cables should fit firmly in their ports. Oftentimes a loose cable can hamper proper electrical functionality. For more in depth information, see BTA skills on Electrical Simple Connectors.
7	Does device power-on?	Signs of a device that is "on" include but are not limited to lights and sounds.
8	Does device receive power from monitor?	For some medical applications, printers receive power from the monitor or larger device to which they are connected, instead of from a battery or an A/C line or fuse.
9	Unplug power and monitor-connecting cables for 10 seconds	Unplug all cables from printer. Power cords should also be unplugged from the wall.
10	Check and troubleshoot monitor power source	See flowchart for Power Supply and BTA skills for Power Supply.
11	Replace or repair A/C line as necessary	See BTA skills for Electrical Simple Connections and Electrical Simple Fabrication.
12	Firmly re-connect cables	Plugs and cables should fit firmly in their ports. Oftentimes a loose cable can hamper proper electrical functionality. For more in depth information, see BTA skills on Electrical Simple Connectors.

13	Does device power-on?	Signs of a device that is “on” include but are not limited to lights and sounds.
14	Troubleshoot power supply	See flowchart for Power Supply and BTA skills for Power Supply.
15	Do device or monitor display error messages?	Many devices have built in mechanisms that trigger error message displays upon malfunction of the device.
16	Is there sufficient paper in tray(s)?	Lack of paper, or paper of an improper size or thickness, can cause jams or the burn out of internal parts.
17	Replace paper	Make sure to pay attention to size, thickness and surface finish that matches either the device or its settings.
18	Does device display “off-line”?	An “off-line” error message may not be accompanied by appropriate on-screen instructions.
19	Follow on-screen instructions	Devices with well-designed error messages will usually also provide step-by-step on-screen instructions for repair.
20	Power-off, disconnect monitor and power cables, and wait 15 seconds. Reconnect and power-on	An “off-line” error message may not be accompanied by appropriate on-screen instructions. The problem can usually be solved by re-setting all connections as described in this step.
21	Is there a paper jam?	Paper jams can be obvious or discrete. They occur when paper is improperly fed through the printer. Even the smallest of scraps of paper can lead to a jam.
22	Press “Cancel” or “Stop job” and gently pull out jammed paper	It is important that the device stop trying to print before the paper is removed. When removing paper, also keep an eye out for misalignment in the gears or other internal components, that may have caused the paper to jam in the first place.
23	Make sure trays and doors are completely shut	Sometimes the printer will not function because all of its openings are not properly closed. To troubleshoot more in depth, see BTA skills for Mechanical Casing.
24	Re-send print job	To test if printer is functional without restarting troubleshooting process, cancel all print jobs and

		re-send the most recent.
25	Is output blurry or discolored?	A blurry or discolored output appears like an image out of focus.
26	Replace ink cartridge	A blurry or discolored output indicates that the printer itself is working properly, but that there is an issue with the ink.
27	Device is ready	Device is ready for use.